What is excellent service?

Our commitment to you and your child includes:

- ☑ Providing a high quality programme and environment where your child can have fun while they learn
- ☑ Keeping your child safe at kindergarten
- ☑ Welcoming you and your child to kindergarten
- ☑ Preparing your child for a lifetime of learning
- ☑ Involving you in planning your child's time at kindergarten
- ☑ Giving you regular feedback about your child's progress
- ☑ Supporting you as a parent, and acknowledging the needs of your family
- ☑ Respecting and including your cultural background in our kindergarten
- ☑ Letting you know what is happening at kindergarten
- ☑ Being easy to approach
- ☑ Being professional
- ☑ Doing what we say we will do—keeping our promises

We take pride in working with you



FREEPOST

Hutt City Kindergartens O Box 35 06

Naenae

LOWER HUTT

Working Together

Your guide to telling us about your concerns



OR drop this into the post box at your local kindergarten. Thank you

We understand there may be times when you are not happy with what is happening at your kindergarten.

We want to know when this happens

How to contact us:

Talk to us

Your first step is to talk to the Head Teacher at your Kindergarten. You may like to organize a meeting when they are not teaching (Wednesday/Friday afternoon) so that they will be able to give you their full attention.

Telephone us

You can telephone the teaching team outside of session times—
or talk to our General Manager at the Association Office
on 920 9804

Email us

You can send an email to your teaching team.— or to the Association office on info@huttkindergartens.org.nz

Write to us

You can use the space in this leaflet to tell us about your concerns. You can send this to us in two ways:

- I. Drop it into the post box at your kindergarten
- 2. Post it to the Association Office (Freepost)

If you need more information or would like to give some comments or feedback on our service, please contact the General Manager on 920 9804, GM@huttkindergartens.org.nz, or write to us at Freepost, PO Box 35 061, Naenae, Lower Hutt 5041

Thank you for taking the time to giving us this feedback—it is important to us

	Contact Details
	Name
YES/NO	Would you like us to contact you about this concern?

Please tell us about your concern...

Which session? AM or PM?	Kindergarten